

Notice of References Cited		Application/Control No.	Applicant(s)/Patent Under Reexamination BOGART ET AL.	
		Examiner Sathyanarayan Pannala	Art Unit 2177	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-6,724,887 B1	04-2004	Eilbacher et al.	379/265.03
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NON-PATENT DOCUMENTS

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	U	Broughton et al., "Digital Multimedia Contact Center", 1/23/2003, USPA Pub., US2003/0018702, pp 1-44.
	V	Lee et al., "Method, System, and Program for Customer Service and Support Management", 10/10/2002, USPA Pub., US2002/0174732, pp 1-33.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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